

Why Customers Leave

1% because they die

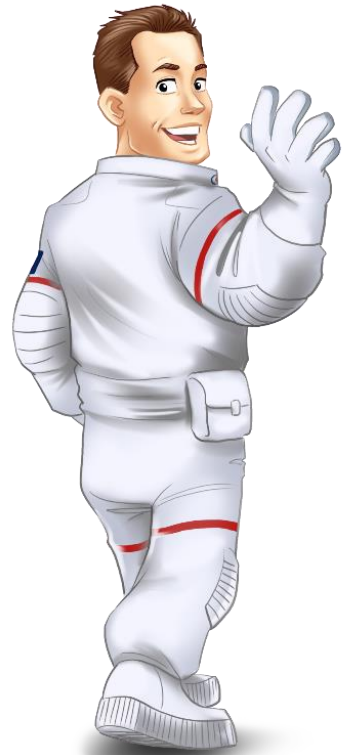
3% because they move away

14% because they form new relationships

14% because they received bad service

68% because they were treated with

INDIFFERENCE



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